

## Enrollment

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Enrolling new members and creating an [Employee Enrollment ID](#) for IHG Rewards Club can be processed in LoyaltyConnect.

## Roles Required

Enrolment is enabled to all users with the following Roles

- Hotel Front Desk – Standard
- Hotel Front Desk – Fee Based
- Hotel Manager
- Sales Manager

## Navigation

1. Go to Merlin.
2. Click on 'Applications'.
3. Click on LoyaltyConnect.
4. Click 'Access this tool'.
5. Click Enrollment.

The screenshot shows the IHG LoyaltyConnect interface. On the left, a sidebar contains three menu items: 'Guest Search', 'Enrollment' (highlighted with a blue border), and 'Hotel Operations'. The main content area is titled 'Enroll' and features the IHG logo. Below the logo, there are two sections: 'Programs' and 'Customer Information'. The 'Programs' section has three radio buttons labeled 'RC', 'BR', and 'EMP'. The 'Customer Information' section contains a 'Country/Region' dropdown menu with 'Select' as the current value, and a 'Hotel Code' dropdown menu with 'NYCMH' selected. At the bottom right of the form, there are 'Cancel' and 'Submit' buttons.

## Creating an Employee Enrolment ID

Hotel team members that are responsible for enrolling guests in to IHG Rewards Club are required to have a unique Employee Enrolment ID (PROGRAM: EMP) to enrol guests and receive credit for eligible enrolments.

The Employee Enrolment ID is not the same as your Employee ID number and is created by enrolling to the EMP Program in LoyaltyConnect.

1. Log into LoyaltyConnect.
2. Click Enrollment.
3. Click EMP, then complete all required fields, and click Submit.

The screenshot shows the 'Enroll' form in the IHG LoyaltyConnect system. On the left, there is a navigation menu with 'Enrollment' selected. The main form area is titled 'Enroll' and includes a 'Programs' section with radio buttons for 'RC', 'BR', and 'EMP' (which is selected). Below this is an 'EMP Overview' section. The 'Customer Information' section contains several dropdown menus: 'Country/Region' (marked with a red asterisk), 'Written Language' (set to 'English'), 'Native Language', 'Salutation', 'First Name' (marked with a red asterisk), 'Middle Name', 'Last Name' (marked with a red asterisk), 'Suffix', 'Title', and 'Degree'. There are also dropdowns for 'Gender' and 'Date of Birth'. The 'Address' section includes a 'Required Field' indicator, a 'Country/Region' dropdown (marked with a red asterisk), a 'Type' dropdown (set to 'Residence'), and five 'Address' input fields (Address 1 through Address 5) and a 'City/Post Town' input field (marked with a red asterisk).

- Note: Complete related fields in the enrolment section. Only the fields marked with a red \* are required for enrollment. It is advisable to complete as many of the other fields as possible.
- Email address is not required when enrolling an EMP account.

The screenshot shows the 'Additional Information' section of the 'Enroll' form. It features a text input field for 'EMP Member ID (if known)'. Below this is a 'Hotel Code' dropdown menu set to 'BALMN'. At the bottom right, there are two buttons: 'Cancel' and 'Submit' (which is highlighted with a red border).

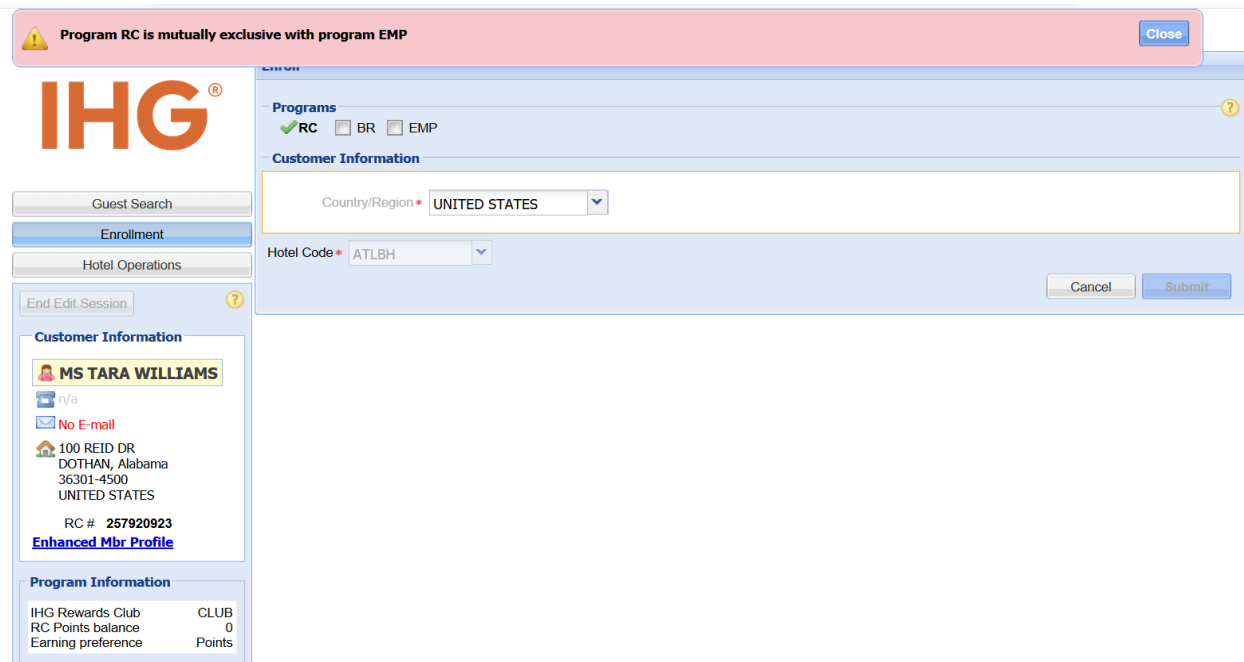
- Note: When you enroll an employee, there is no need to fill out the Employee Member ID field.

6. The Enrollment Successful box will appear. Click Done.



An Enrollment ID (EMP) account must be exclusive and should not be associated to any existing IHG Rewards Club account.

If you try to enroll an EMP account under an existing IHG Rewards Club account or try to click EMP and RC at the same time you will receive the following error message:



To fix this, ignore the current enrollment then follow the steps below:

1. Click Enrolment.
2. Click EMP.
3. Fill in the employee's details.
4. Click Submit.
5. Take note of the Employee Enrolment ID.